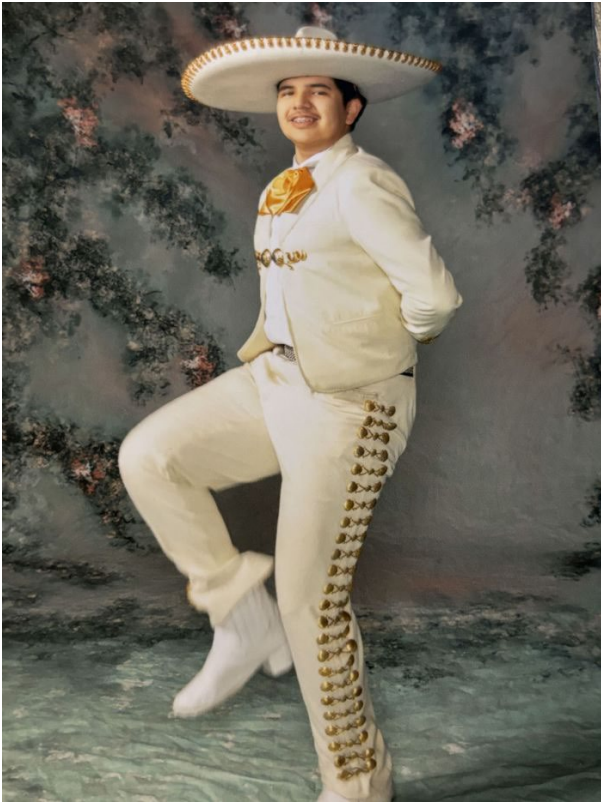


PARTICIPANT CORNER

Edgar has found a passion and creative outlet in dance. Edgar performs with Baila Baila throughout the year in Albuquerque.



Your Talent is in Demand!

Are you a poet, storyteller, artist or just want to share a picture of yourself doing a favorite activity or maybe some great news? Please submit pictures of your original artwork, short stories, or poems. Submissions to be featured in an upcoming Mi Via Newsletter. Submissions can be sent to: rachel.gonzales@hca.nm.gov

Shining Star Employees of the Month

Do you have a Direct Support Professional (DSP) that you would like to spotlight and allow to shine? DDSD would like to recognize our DSPs who provide above and beyond support to Mi Via Participants. DDSD Mi Via Unit will feature Shining Stars in the Mi Via Newsletter monthly. Submit a brief note of why you would like to recognize your staff. Submissions can be sent to: rachel.gonzales@hca.nm.gov

IN THIS ISSUE

- Participant Corner
- Who is Comagine?
- Just for Laughs
- Who is Conduent?
- Service Highlight
- HCA Update
- Positive Thoughts
- Activities in Your Community
- Community Resources
- Circle of Support
- Fun Easy Recipes
- Dates to Remember

FMA-Conduent Contact Information:

Phone: 1-800-283-4465

Toll-free Fax: 1-866-302-6787

E-mail for Form Submission:

docprocessing@conduent.com

Physical Address:

1720-A Randolph Rd SE

Albuquerque, NM 87106



March 2025

Who is Comagine?

Comagine Health is a Third-Party Assessor (TPA) for the Health Care Authority/Medical Assistance Division (HCA/MAD)

Comagine Health conducts:

- Reviews of initial and annual Level of care (LOC) requests
- Service and support plan (SSP) reviews
- Budget reviews

Contact Comagine Health when you have questions or need help with:

- Scheduling In-Home Assessment (IHA)
- Understanding Requests for Information (RFI)
- Understanding Requests for Administrative Actions (RFA)

Status of submissions can be viewed in the Jiva Provider Portal. Please work with your consultant, who has Jiva access, for status of submissions.

You can call Comagine Health Monday-Friday from 8:00am-5:00pm at: 1-866-962-2180

Who is Conduent?

Conduent is the Financial Management Agent (FMA) for Mi Via.

Conduent conducts:

- Processing of EOR, employee and vendor packets
- Updates and corrects information in FOCoS such as contact information
- Works closely with Palco on:
 - Payment issues
 - Billing issues
 - Federal and state tax issues for employees and EOR's
 - Spending audits

Contact Conduent when you have questions or need help with:

Payment to employees and vendors.

- Updating information
- Employee packets
- EOR packets
- Vendor Packets
- Direct Deposit
- VPR's
- Stop payments
- FOCoS issues

Conduent contact information is: 1-800-283-4465

JUST FOR LAUGHS

How does a cucumber become a pickle?

It goes through a jarring experience.

What did one toilet say to the other?

You look a bit flushed.

What musical instrument is found in the bathroom?



March 2025

Service Highlights

Customized Community Group Supports

Customized Community Group supports can include:

- Group community day programs
- Community centers
- Adult day habilitation programs
- Other types of community programs

These programs have:

- Activities that help with learning.
- Help in holding on to growth in self-help.
- Help to learn social skills.

These programs should not duplicate:

- Community direct support services
- Employment support services
- Or any other waiver services.

Customized community group support is provided out in the community. It is **not** provided in a participant's home.

DON'T FORGET TO SUBMIT

Your artwork
Your poetry
Your stories
Your Shining Stars
Send submissions to:

Rachel.gonzales@hca.nm.gov

HCA Update:

On March 1, 2025, MAD Mi Via staff will be moving from MAD to DDSD.

- Staff Manager Deanna DeHerrera
505-629-7260
Deanna.DeHerrera@hca.nm.gov
- Eligibility Specialist Jennifer Romero
505-469-8522
MVWaiverHSD@hsd.nm.gov
- Billing Specialist Rachel Gonzales
505-490-3721
MVWaiverHSD@hsd.nm.gov

Their duties will remain the same at this time. We expect a smooth transition.

POSITIVE THOUGHTS

"Choose to be optimistic, it feels better."
Dali Lama

"True love is born from understanding."
Buddha

"Just say yes and you'll figure it out afterwards." Tina Fey



March 2025

ACTIVITIES IN YOUR COMMUNITY

- Lotus Sound Bath at The Cathedral of St. John Free Monthly Sound Series 3/3 @6:30pm, The Cathedral of St. John, 318 Silver Ave SW, Albuquerque
- DRUMLine Live 3/6 @7pm, WNMU Fine Arts Center Theater, 1100-1102 N. Kentucky St., Silver City
- Gallup New Deal Art Virtual Museum Grand Opening 3/29 @9am, GallupARTS, 123 W. Coal Ave., Gallup
- Concierto Centenario 3/1 @5pm, NNMC Nick Salazar Center for the Arts, 921 n. Paseo de Onate, Espanola
- St. Patrick's Day BINGO 3/16 @12:30pm, American Legion Post 70, 6 Camino Gemma, Pecos
- Sierra County Rock & Gem Show 3/1-3/2 @9am, Sierra County Fairgrounds, 2953 S. Broadway St, Truth or Consequences
- Las Cruces Cowboy Days 3/8 @9am, NM Farm & Ranch Heritage Museum, 4100 Dripping Springs, Las Cruces
- Cabalgata Fiesta de Amistad 3/8 @8am, Village Hall Park, 214 W Broadway, Columbus
- Latin Night 3/6 @8pm, DALEEE KTAOS, 9NM-150, Taos
- Butterfly Kisses Pop Up Shop 3/15 @12pm, Santa Fe Place Mall, 4250 Cerrillos Rd., Santa Fe

Community Resources

Legal Services

DNA-Peoples Legal Services

<https://dnalegalservices.org/>

Free civil legal assistance for low-income residents.

928-871-4151

Law Help New Mexico

<https://www.lawhelpnewmexico.org/>

Provides legal information through the law helpline.

877-974-3400

New Mexico Legal Aid

[New Mexico Legal Aid](http://www.nmlegalaid.org/)

Provides assistance in a wide variety of civil legal matters.

866-416-1922

Senior Citizens Law Office of New Mexico

<http://sclonm.org/>

SCLO offers free legal services to seniors aged 60 and over: Healthcare, public benefits, housing, advanced directives, financial well-being, guardianships, consumer support, long term care, and estate planning.

505-265-2300

The Lawyer Referral for the Elderly Program

<http://www.nmbar.org/>

Provides free legal advice and limited legal representation for New Mexicans aged 55 and older.

Bernalillo County: 505-265-2300 Outside

Bernalillo Co.: 800-876-6657



March 2025

Mi Via Circle of Support

MI VIA HCA Website: <https://nmhealth.org/about/ddsd/pgsv/sdw>

| Consultant Agency Name | Contact Name | Phone | E-mail | Regions(s) |
|---|-----------------------------------|------------------------------|--|-------------------|
| Active Advocates of New Mexico | Alicia Sisneros | 505-353-1778 | AliciaS@ActiveAdvocatesNM.com | All of New Mexico |
| CNRAG, Inc. (Care Network Resource Assistance Group) | Fallon Vincell | 575-621-3645 | fvincell@cnragusa.com | Metro, SE & SW |
| Consumer Direct Personal Care (CDPC) | Margarita Chavez-Sanchez | 505-344-8182 x3535 | margaritacs@consumerdirectcare.com | All of New Mexico |
| Excel Case Management, Inc. | Jennifer Pennington | 505-324-8660 ext 102 | jPennington@excelcasemanagement.com | NW & SE Regions |
| Familia Services NM | Abigail Aguilar | 505-420-7028 | familiaservicesnm@gmail.com | Metro |
| Innovative Self Direction | Frank Aquila | 505-850-7662 | faquila@innovativeselfdirection.com | All of New Mexico |
| Los Amigos, LLC | Michelle Rutt | 505-920-4511 | Michelle@losamigosnm.com | All of New Mexico |
| Me Town Enterprises, LLC | Kimberly Riebsomer | 505-310-9069 | riebsomer@gmail.com | Metro & NE |
| Merit Consulting, LLC | Melinda Broussard | 505-288-2889 | mbroussard.merit@gmail.com | Metro |
| Peak Developmental Services | Sarah Martinez | 505-281-9962 | smartinez@nmddwcm.com | All of New Mexico |
| Self-Directed Choices | Jacob Patterson | 505-508-1663 | Jacob@sdchoices.com | All of New Mexico |
| UNM Center for Development and Disability (CDD) | Carrie Roberts Janelle Groover | 505-280-6442 505-401-9328 | CnRoberts@salud.unm.edu itorresgroover@salud.unm.edu | All of New Mexico |
| Visions Case Management | Charles Clayton Evan Anderson | 575-779-7419 888-588-9152 | Charles@visionsnm.com evananderson@visionsnm.com | All of New Mexico |



March 2025

Health Care Authority/ Medical Assistance Division – Exempt Services and Program Bureau

PO Box 2348, Santa Fe, NM 87504-2348

Toll-free Phone: 1-888-997-2583, Fax: 505-827-7277

HCA manages the FMA/Conduent contract and the TPA/Comagine contract

| | | | |
|-------------------------|--|--------------|--|
| Deanna DeHerrera | Mi Via & Medically Fragile Waivers Staff Manager Functions: Mi via & Medically Fragile Waiver Oversight | 505-629-7260 | Deanna.DeHerrera@hca.nm.gov |
| Rachel Gonzales | Mi Via Social & Community Coordinator Functions: Conduent, Billing, Payment issues | 505-490-3721 | MVWaiverHSD@hca.nm.gov |
| Jennifer Romero | Mi Via Social & Community Coordinator Functions: Participant Eligibility Issues & Technical Assistance | 505-469-8522 | MVWaiverHSD@hca.nm.gov |

Health Care Authority / Developmental Disabilities Supports Division

5300 Homestead Rd. NE Suite 213, Albuquerque, NM 87110

Phone: 1-800-283-5548

DDSD operates the Mi Via Program for Developmental Disability (DD) & Medically Fragile (MF) Populations
Oversees consultant agency contracts

| | | | |
|--------------------------|--|--------------|---|
| Elaine Hill | Mi Via Waiver Program Manager Functions: Participant/Consultant Issues & Technical Assistance, & statewide MF WCF & MF CACF | 505-506-6103 | elaine.hill@hca.nm.gov Fax: 505-841-6523 |
| Krystal Armijo | Mi Via Waiver Program Coordination Functions: Participant/Consultant Issues & Technical Assistance Contact for: Active Advocates, CNRAG & Peak | 505-252-3087 | krystal.armijo@hca.nm.gov Fax: 505-841-6523 |
| Anthony Bonarrigo | Mi Via Waiver Program Coordination Functions: Participant/Consultant Issues & Technical Assistance Contact for: UNM-CDD, Consumer Direct Personal Care & Visions | 505-709-7410 | anthony.bonarrigo@hca.nm.gov Fax: 505-841-6523 |
| Alicia Otoló | Mi Via Waiver Program Coordination Functions: Participant/Consultant Issues & Technical Assistance Contact for: Los Amigos, Self Directed Choices & Familia Services NM | 505-218-1119 | Alicia.otolo@hca.nm.gov Fax: 505-841-6523 |
| Inez Dominguez | Mi Via Waiver Program Coordination Functions: Participant/Consultant Issues & Technical Assistance Contact for: Me Town, Merit & Innovative | 505-538-5506 | Inez.Dominguez@hca.nm.gov Fax: 505-841-6523 |



March 2025

| Comagine Health PO Box 20910, Albuquerque, NM 87154-0190 Phone: 1-866-962-2180 Comagine Health is the Third-Party Assessor (TPA) for Mi Via. They are responsible for reviewing and approving the Service and Support Plans (SSP). | | |
|--|--------------|---|
| Blue Cross Blue Shield | 866-689-1523 | https://www.bcbsnm.com/turquoise-care-welcome/ |
| Presbyterian | 800-356-2219 | https://www.phs.org/health-plans/turquoise-care-medicaid |
| Molina | 844-862-4543 | https://www.molinahealthcare.com/members/nm/en-us/mem/Medicaid.aspx |
| United Health Care | 877-236-0826 | https://www.uhc.com/communityplan/new-mexico/plans |

Fun easy recipes:

Cheese Fries

Makes 8 servings

Total time to make: 20 minutes

Ingredients:

- 1 package (28 ounces) frozen steak fries
- 1 can (10-3/4 ounces) condensed cheddar cheese soup, undiluted
- 1/4 cup 2% milk
- 1/2 teaspoon garlic powder
- 1/4 teaspoon onion powder
- Paprika

Directions:

1. Heat oven to 450 degrees
2. Grease 2- 15x10 baking pans.
3. Arrange the steak fries in a single layer on each pan
4. Bake for 15-18 minutes or until tender and golden brown.
5. In a small saucepan, combine the:
 - a. Soup,
 - b. Milk
 - c. Garlic powder
 - d. Onion powder
6. Heat mixture
7. Drizzle cheese sauce over the fries
8. Sprinkle with paprika.

Lunch Box Pizzas

Makes 10 servings

Total time to make: 20 minutes

Ingredients:

- 1 tube (7-1/2 ounces) refrigerated buttermilk biscuits (10 biscuits)
- 1/4 cup tomato sauce
- 1 teaspoon Italian seasoning
- 10 slices pepperoni
- 3/4 cup shredded Monterey Jack cheese

Directions:

1. Preheat oven to 425 degrees.
2. Flatten each biscuit into a 3-in. circle
3. Press biscuit into a greased muffin cup.
4. Combine the:
 - a. Tomato sauce
 - b. Italian seasoning
5. Spoon 1 teaspoonful into each cup.
6. Top each with:
 - a. A slice of pepperoni
 - b. 1 tablespoon of cheese.

Bake for 10-15 minutes.



March 2025

| March 2025 Dates to Remember | | | | | | |
|--|--------------------------|-------------------------|-----------------------------------|----------|---|---|
| Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
| | | | | | 2/28 Vendor checks received or deposited | 1 Deadline to submit VPRs for 3/14 vendor payment |
| 2 Dr. Seuss's Birthday | 3 National Anthem Day | 4 Mardi Gras | 5 | 6 | 7 Paychecks & vendor checks received or deposited, end of the pay period | 8 Deadline to fax timesheets & mileage for 3/21 payment & VPRs for vendor payments |
| 9 Daylight Savings Time Spring Forward! | 10 | 11 | 12 National Plant a Flower Day | 13 | 14 Vendor checks received or deposited | 15 Deadline to submit VPRs for 3/28 vendor payment |
| 16 National Panda Day | 17 St. Patrick's Day | 18 | 19 | 20 | 21 Paychecks & vendor checks received or deposited, end of the pay period | 22 Deadline to fax timesheets & mileage for 4/4 payment & VPRs for vendor payments |
| 23 National Tamale Day | 24 | 25 | 26 | 27 | 28 Vendor checks received or deposited | 29 Deadline to submit VPRs for 4/11 vendor payment |
| 30 Easter | 31 | 4/1 April Fools' Day | 4/2 | 4/3 | 4/4 Paychecks & vendor checks received or deposited, end of the pay period | 4/5 Deadline to fax timesheets & mileage for 4/18 payment & VPRs for vendor payments |